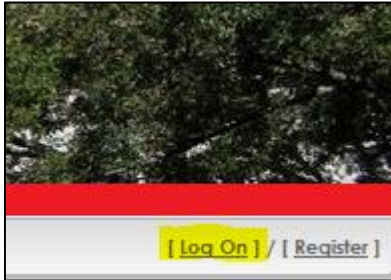
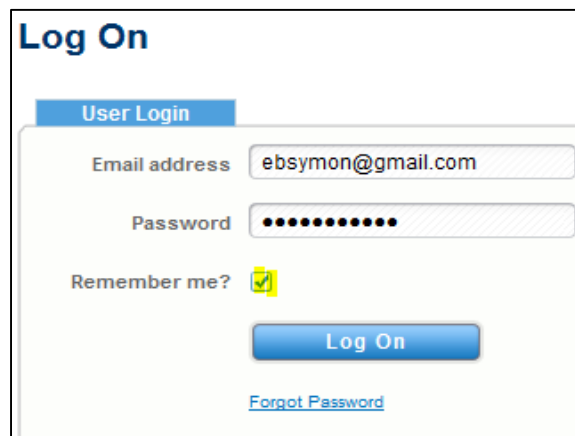


Customer Access Portal Permit Submittal User Guide-Single Family New Construction

1. Go to the [CAP](#) page and click on “Log On.”



2. Enter in your email address you used to register and your password, and then click “Log On.” If you would like your email and password to be saved for future log in sessions, check the box next to “Remember me?” If you forgot your password, click on the “Forgot Password” link

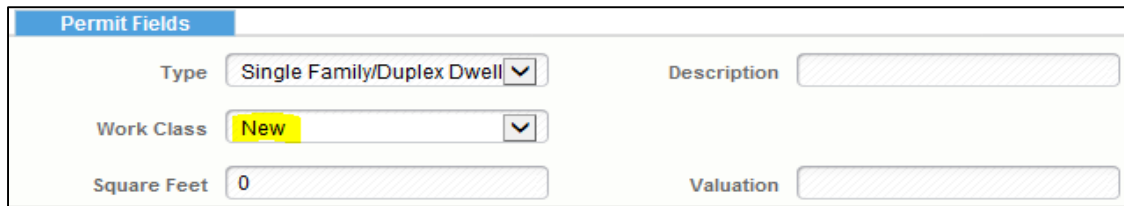
A screenshot of a web form titled "Log On". Below the title is a blue tab labeled "User Login". The form contains three input fields: "Email address" with the value "ebsymon@gmail.com", "Password" with masked characters, and "Remember me?" with a checked checkbox. Below these fields is a blue "Log On" button and a blue link labeled "Forgot Password".

3. To apply for a permit, towards the upper center of the screen click on the “Permits” tab and then click on “Apply.” A new “Apply for a Permit” page will appear. Under the “Permit Fields” box use the drop-down menu for “Type” and select “Single Family/Duplex Dwelling.”

A screenshot of a web form titled "Permit Fields". It contains four input fields: "Type" with a dropdown menu showing "Single Family/Duplex Dwell", "Description" with an empty text box, "Work Class" with a dropdown menu showing "- Work Class -", and "Square Feet" with a text box containing "0". There is also a "Valuation" text box which is empty.


4. Use the drop-down menu for “Work Class” and select “New.”

2-City of Charleston-CAP-Permit Submittal User Guide



Permit Fields	
Type	Single Family/Duplex Dwell
Work Class	New
Square Feet	0
Description	
Valuation	

5. In the “Description” field, type in “Construction of new single family dwelling.”



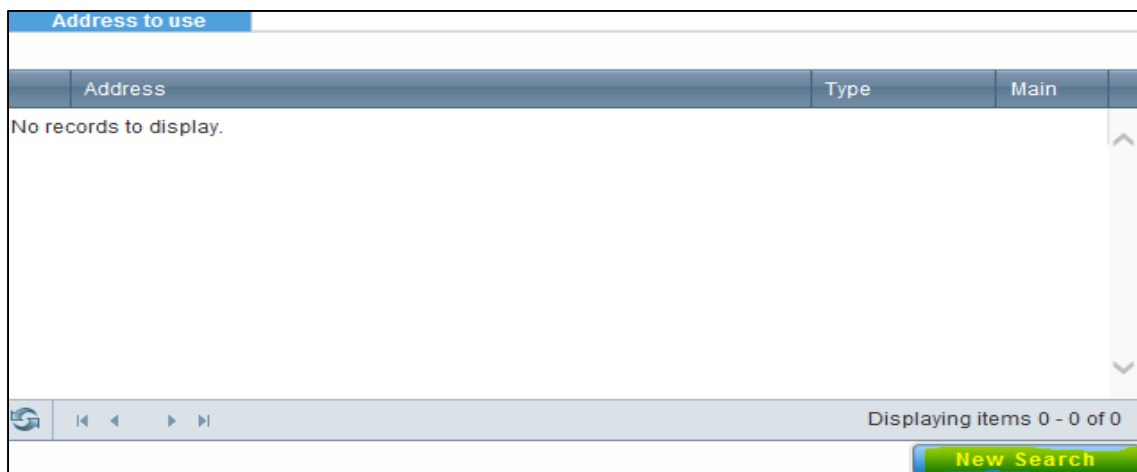
Permit Fields	
Type	Single Family/Duplex Dwell
Work Class	New
Square Feet	0
Description	Construction of new single fam
Valuation	

6. In the “Valuation” field, type in “\$1.” We value homes based on heated vs. unheated square footage. Unfortunately, the new online submittal process does not allow you to enter this way, so the City of Charleston will continue to enter the information based on numbers listed on the permit application.



Permit Fields	
Type	Single Family/Duplex Dwell
Work Class	New
Square Feet	0
Description	Construction of new single fam
Valuation	\$1

7. You may ignore the “Additional Info” box.
8. Under the “Address to Use” box, click on the “New Search” button.



Address to use			
Address	Type	Main	
No records to display.			

Displaying items 0 - 0 of 0

[New Search](#)

3-City of Charleston-CAP-Permit Submittal User Guide

9. Enter in the address information: street number, street name, street type, address type, city, state, and zip code. Click on “Search.”

Address Search

Street Number: 2 Suite/Unit:

Pre Direction: -Prefix- City: Charleston

Street Name: George State: SC

Street Type: ST Zip Code: 29401

Post Direction: -Postfix- County:

Address Type: Location

Search **Cancel**

10. An “Address Matches” box will generate. Click “Select” next to the correct address

Address Matches

Select	Address
Select	2 GEORGE ST Charleston, SC 29401 United States

11. The “Address to Use” box will appear again with your selected address populated. A red asterisk appears next to the “Address Type” field. Use the drop-down menu to select whether the address is the mailing address or location address. Click “Save.”

Address to use

Street Number: 2 Suite/Unit:

Pre Direction: City: Charleston

Street Name: GEORGE State: SC

Street Type: ST Zip Code: 29401

Post Direction: County:

Address Type: -Type- *

Save **Cancel**

12. Under the “Contact Search” box, click on the “Add Contact” button. The system automatically adds you, as the submitter, as a contact.

The screenshot shows a 'Contact Search' window with a table containing one contact entry. Below the table is a pagination bar showing '1' of 1 items. At the bottom are three buttons: 'Add Favorite', 'Add Me', and 'Add Contact'.

★	First Name	Last Name	Contact Type	Company	Title
	Elizabeth	Symon	Applicant	City of Charleston Permit Center	

Displaying items 1 - 1 of 1

Buttons: Add Favorite, Add Me, Add Contact

13. Use the “Contact Type” drop-down menu and select “Contractor.”

The screenshot shows a close-up of the 'Contact Type' drop-down menu, which is currently set to '-Contact Type-'.

Contact Type: -Contact Type-

14. Enter in any useful information within the “Contact Search” and Contact Address” boxes and click “Search” for retrieval purposes (first and last name/company name).

The screenshot shows the 'Contact Search' and 'Contact Address' forms. The 'Contact Search' form has fields for Contact Type (Contractor), First Name, Last Name, Company (Blingers), License Number, Contact ID #, Title, License Type, and Classification. The 'Contact Address' form has fields for Street Number, Suite/Unit, Pre Direction, City, Street Name, State, Street Type, Zip Code, Post Direction, and County. A 'Search' button is highlighted in green.

Contact Search

Contact Type: Contractor

First Name: [] Last Name: []

Company: Blingers License Number: []

Contact ID #: [] Title: []

License Type: -License Type- Classification: -Classification-

Contact Address

Street Number: [] Suite/Unit: []

Pre Direction: -Prefix- City: []

Street Name: [] State: []

Street Type: -Type- Zip Code: []

Post Direction: -Postfix- County: []

Buttons: Search, Cancel

15. Under the “Contact Search” box, check the box next to the contact. Information about the contact will populate below. Click “Submit.”

First Name	Last Name	Company	Title
Liz	Symon	Blingers, LLC	

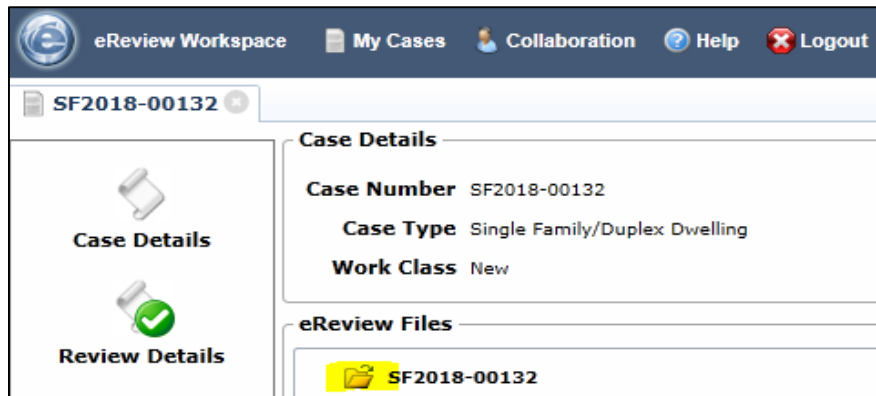
First Name: **Liz** Last Name: **Symon**
 Company: **Blingers, LLC** Title:
 Contact ID #: **ID-000007230** Main Address:

New Search Add New Add Selected Cancel **Submit**

16. A new page will generate with your permit number, permit details, primary address details, contact details, permit fees, EReview projects, and attachment details. Scroll to the bottom of the page until you see “EReview Projects.” This is where you will upload documents for your project. Click on the blue hyper-linked “Open” under the “EReview” tab.

EReview	EReview Item	Status	Permit	Applicant	Contractor
Open	SF2018-00132	Waiting for Files	SF2018-00132	Elizabeth Symon	

17. A new “eReview Workspace” window/tab generates displaying case details for your project. Under “eReview Files” click on the yellow folder next to your project number.



18. A pop-up window will generate towards the bottom right of your screen that allows you to select files to upload.

Please be sure to include all required documents when submitting online. If you do not upload all required documents, your project will not be reviewed until all required documents are submitted.

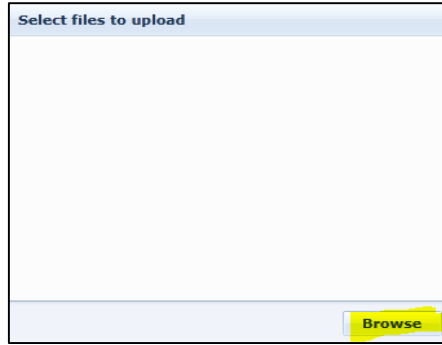
Uploaded documents should include and be named (PDF Format):

- Application
- IECC Form
- Manual J
- Res Check (optional, but appreciated)
- Site Plan or Plot Plan
- Building Plans (please combine architectural and engineering drawings into one PDF)
- Windborne Debris Detail (can also be included in building plans)

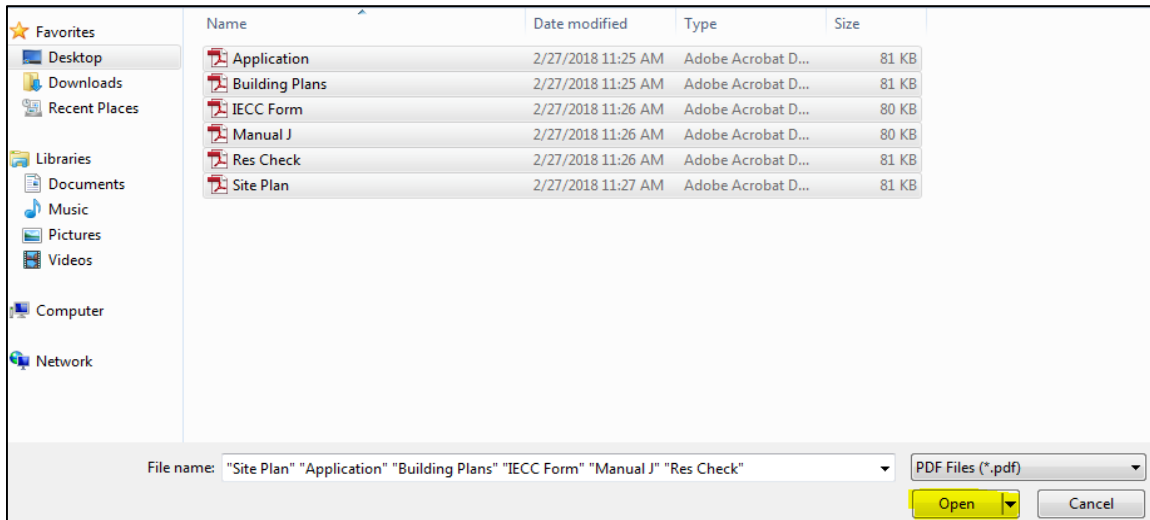
Please make sure all pages are the same size, scale, and are oriented in the "landscape" format. New approved plans through eReview receive a digital stamp on every sheet of the building plans. If the pages differ in size, scale, and/or orientation, the stamp, when applied to all pages, ends up misaligned and requires the reviewer to then manually adjust the stamp for each page, making the process very tedious.

In the "Select files to upload" window, click "Browse."

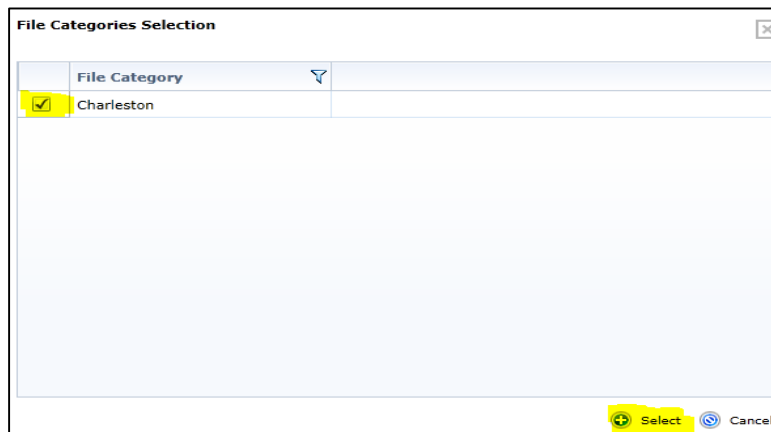
7-City of Charleston-CAP-Permit Submittal User Guide



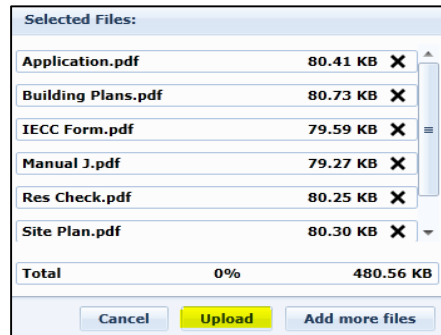
19. Select your files for upload and click “Open.”



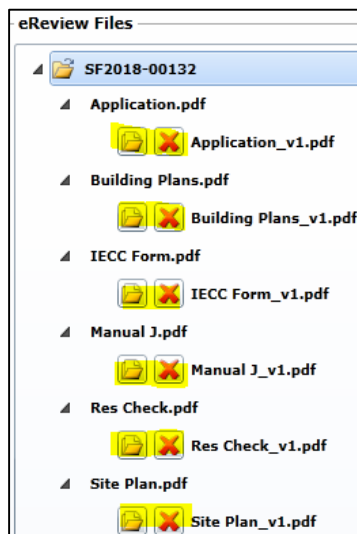
20. A “File Categories Selection” window appears. Check the box next to the “Charleston” file category, and click on “Select.”



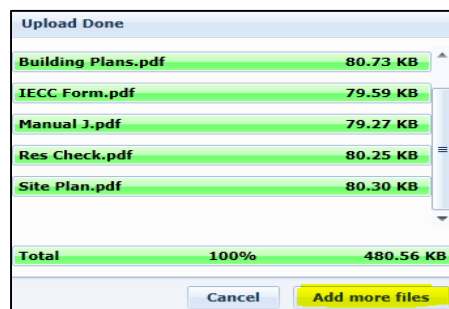
21. In the “Selected Files” window, you will see all off your selected documents. You can cancel, add more files, or upload at this point. When ready to upload, click the “Upload” button.



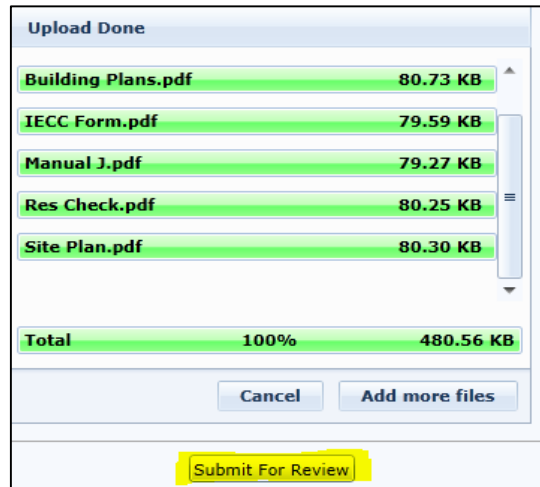
22. Your documents will populate under “eReview Files.” At this point, you can delete files by clicking on the red “X” next to each document or you can view each document by clicking on the yellow folder next to each document.



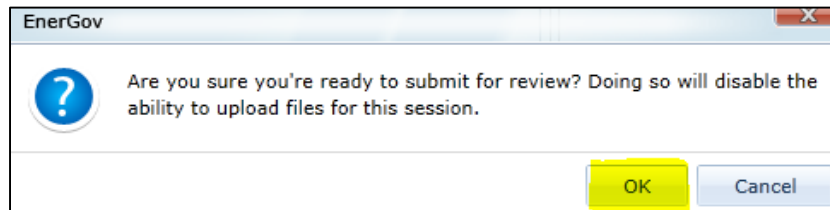
23. If you wish to add more files, click on the “Add more files” button in the upload window.



24. If you are ready to submit your project, towards the bottom right of the screen click “Submit for Review” under the upload window.



25. An “EnerGov” pop-up window generates alerting you to the inability to upload files if submitting. If you still need to upload more files, click the “Cancel” button. However, if you’re ready to submit, click the “Ok” button. Your project will then be in our system for review.



26. If you click on the “Permit View” tab/window and click on the “Home” tab towards the upper left of the screen, you will see any permits you submitted in your permit box. Clicking on the permit number will open up your permit details.

Elizabeth Symon Permits							Change Filter
Permit Number	Type	Work Class	Status	ApplyDate	Issued		
BC2018-00134	Building Commercial	Addition	Applied Online	02/23/2018			
SF2018-00136	Single Family/Duplex Dwelling	New	Under Review	02/21/2018			
SF2018-00132	Single Family/Duplex Dwelling	New	Applied Online	02/13/2018			
SF2018-00131	Single Family/Duplex Dwelling	New	Applied Online	02/12/2018			
SF2018-00120	Single Family/Duplex	New	Applied	01/16/2018			

Displaying items 1 - 5 of 5

